

9.1 Appendix 1: “The Role of the Ombudsman Program” As Provided By Command Navy Region South West, Staff

The Navy Family Ombudsman Program is 33 years old, and continues to grow and expand each year. Although Ombudsmen are a key resource for military family members during deployments, many non-deploying or shore commands, including recruiting districts, Navy schools, and reserve units, also appoint one or more Ombudsmen to help the command family members. Regardless of the size or mission of the command, the Ombudsmen perform many of the same functions. Ombudsmen act as information and referral agents, as well as liaisons between the command leadership and family members. Ombudsmen are available to the families in their command 24 hours a day, 7 days a week. Although Ombudsmen are all volunteers, they have gone through an extensive training program, which is standard throughout the Navy and offered by the Fleet and Family Support Center. The training is 24.75 hours, and consists of thirteen modules covering a variety of issues, including: deployment, communication, and preparation for command emergencies, effective working relationships, newsletters, local resources, and much more. There are many opportunities for continuing education, and for Ombudsmen to come together as a community to learn from one another.

Many of the Ombudsmen communicate through monthly newsletters, recorded voicemail messages called “carelines,” email trees, and by attending family support group meetings. Ombudsmen also remain in constant communication with the command leadership during deployments, and can offer the most current and official information. I have yet to meet a Commanding Officer, Command Master Chief, or any other member of the Command Leadership Team who does not wholeheartedly and fully support the Ombudsman Program. They make sure their Ombudsmen have up-to-date information, especially in emergencies, and recognize that Ombudsmen are an invaluable resource, not only for the families, but to ensure that the command is aware of any potential problems that they may be able to address. During the pre-deployment and homecoming phase of the deployment, the Ombudsman is available to direct families to resources, listen to problems and concerns, and organize functions to bring families together.

It has been my pleasure to work with over 200 sincerely dedicated and compassionate men and women who serve as Ombudsmen for their spouse’s commands in San Diego. These Ombudsmen continue their education, and keep their families supplied with information that is current and relevant to their needs. I have seen Ombudsmen work tirelessly, despite extended deployments and uncertain schedules that are a fact in today’s Navy. The foundation of the Ombudsman Program lies in the four elements of the Code of Ethics: support the command’s mission; work within the chain of command, as directed; maintain confidentiality; and maintain the highest standards of professionalism. The Ombudsmen of today are trained, professional volunteers standing by to serve their military families. Everything brought to the Ombudsmen is kept confidential, and only relayed to the Command Leadership as dictated by the structure of the program. If any information is shared, it is only relayed on a need to know basis with the Command Leadership and goes no further than absolutely necessary and only for the purpose of obtaining help for the family.

Although they are reimbursed for childcare and mileage, all the time and sacrifice put in by these men and women come from their sincere desire to help others. Many Ombudsmen tell me that, when they first entered the Navy as family members, they were unaware of all the services and benefits available to military families, and of all the places where they could turn for help if necessary. They tell me that it is their hope that no family will have to feel the same way, and that families will continue to reach out and take advantage of all the programs and services available to them. One of the easiest ways to find out about such programs and services, is to contact the Command Ombudsman. As part of their support for the program, each Fleet and Family Support Center maintains a roster of area Ombudsmen.

Ombudsmen are not professional counselors. They are not drivers, baby-sitters, banks, or cooks. But it is their job to point families to the resources that can help them with those needs, and much more. Because families may be reluctant to contact their Ombudsmen, or not know that one exists or how to reach them, the Ombudsmen can sometimes be a very under-used resource. But it is important not to underestimate the value of a strong Ombudsman program and a dedicated individual. Each Ombudsman is a Navy spouse, and each has not only received training, but has lived through the trials and tribulations that sometimes face families in the Navy. Each is proud that they have a chance to serve their country, and to help others. The Ombudsman is available not only to the military wife or husband, but to the children, parents, grandparents, and extended family of each service member. During a recent deployment, a command in San Diego tracked the percentage of requests for information that came from spouses and parents of sailors. The breakdown was close to 50% parents / 50% spouses. This tells us what we already know, that all the family members of our Navy's sailors are very interested in their well being. Ombudsmen can serve as valuable tools in passing on information to all family members, as instructed by the command. Each Ombudsman Program is structured by the individual Commanding Officer to meet the unique demands of the command, and to ensure family readiness. The Ombudsmen hope to empower families to help themselves, and to be there to support them throughout their entire Navy career.

If you need other information on the program, there is some available at the Bureau of Naval Personnel's Ombudsman Web Page at <http://www.bupers.navy.mil/pers66/ombudsman1/index.htm>.

9.2 Appendix 2: Statistical Breakdown for Impact of Closure on Military Families

			Total Military Impact		SPAWAR		MCRD	
Question	Answer	Percent			Group	Total	Group	Total
1	Members in Household							
	1	7.5	8,092	8,092	8	8	129	129
	2	17.2	18,673	37,347	19	38	297	595
	3	27.0	29,255	87,765	30	90	466	1,398
	4	28.7	31,122	124,490	32	128	496	1,983
	5	14.4	15,561	77,806	16	80	248	1,239
	6	2.9	3,112	18,673	3	19	50	297
	7	1.7	1,867	13,071	2	13	30	208
	9	0.6	622	5,602	1	6	10	89
	total		108,306	372,847	111	382	1,725	5,938
2	Have children							
	no	18.6	20,145		21		321	
	yes	81.4	88,161		90		1,404	
2a	Number of Children							
	0	23.7	25,669	0	26	0	409	0
	1	26.6	28,809	28,809	30	30	459	459
	2	31.4	34,008	68,016	35	70	542	1,083
	3	14.8	16,029	48,088	16	49	255	766
	4	2.4	2,599	10,397	3	11	41	166
	5	0.6	650	3,249	1	3	10	52
	6+	0.6	650	4,224	1	4	10	67
	total		108,414	162,784		167	2,593	
3	Parents in Household							
	single	5.7	6,173		6		98	
	2 parent	71.3	77,222		79		1,230	
4	Dual Income							
	no	33.3	36,066		37		574	
	yes	52.9	57,294		59		913	
5	2002 Income							
	0-25K	13.1	14,188		15		226	
	26-50K	38.6	41,806		43		666	
	51-75K	24.8	26,860		28		428	
	75-100K	9.7	10,506		11		167	
	101+K	13.8	14,946		15		238	
6b	Years worked for DOD							
	1-5 yrs	18.1	19,603	49,008	20	50	312	781
	6-10 yrs	24.6	26,643	199,825	27	205	424	3,183
	11-15yrs	17.5	18,954	236,919	19	243	302	3,773
	16-20 yrs	29.2	31,625	553,444	32	567	504	8,815
	21+ yrs	10.5	11,372	284,303	12	291	181	4,528
	total		108,198	1,323,499	111	1,356	1,723	21,080

9.2 Appendix 2: Statistical Breakdown for Impact of Closure on Military Families - Continued

Total Military Impact				SPAWAR		MCRD		
Question	Answer	Percent		Group	Total	Group	Total	
7				Another working Adult				
	no	29.9	32,383	33		516		
	yes	54	58,485	60		932		
7c				Years worked at job for 2nd adult				
	1-5 yrs	26.4	28,593	71,482	29	73	455	1,139
	6-10 yrs	10.3	11,156	83,666	11	86	178	1,333
	11-15yrs	5.2	5,632	70,399	6	72	90	1,121
	16-20 yrs	4	4,332	75,814	4	78	69	1,208
	21+ yrs	2.9	3,141	78,522	3	80	50	1,251
	total		52,853	379,883	54	389	842	6,050
9				Housing Status				
	rent	40	43,322	44		690		
	own	30	32,492	33		518		
	military	28.7	31,084	32		495		
	bachelor	1.3	1,408	1		22		
13				Plan to stay in SD after retire				
	yes	52.1	56,427	58		899		
	no	47.9	51,879	53		826		
Sec.2				School Aged Children				
1	1	20.1	21,770	22		347		
	2	19.5	21,120	22		336		
	3	6.9	7,473	8		119		
	4	1.1	1,191	1		19		
2				Type of school				
	Public	29.3	31,734	33		505		
	Private	5.2	5,632	6		90		
	Home	1.1	1,191	1		19		
	Charter	0.6	650	1		10		
	Pub+Chart	1.1	1,191	1		19		
	Pub+Priv	1.1	1,191	1		19		
	Chart+Priv	0.6	650	1		10		
				Attend College/Votech				
	yes	19.5	21,120	22		336		
3a				How many in higher education				
	1	16.7	18,087	19		288		
	2	2.9	3,141	3		50		
5				Use Childcare				
	no	0.6	650	1		10		
	yes	26.4	28,593	29		455		

9.2 Appendix 2: Statistical Breakdown for Impact of Closure on Military Families - Continued

Total Military Impact				SPAWAR		MCRD		
Question	Answer	Percent		Group	Total	Group	Total	
Sec. 3				Participate				
1	yes	58.6	63,467	65		1,011		
	no	33.3	36,066	37		574		
				How many participate				
1a	1	17.8	19,278	20		307		
	2	24.7	26,752	27		426		
	3	11.5	12,455	13		198		
	4	2.9	3,141	3		50		
	5	1.7	1,841	2		29		
2				Volunteer Time				
	yes	54	58,485	60		932		
2a				Volunteer hours per month				
	1-5 hrs	13.8	14,946	37,366	15	38	238	595
	6-10 hrs	19	20,578	154,336	21	158	328	2,458
	11-15 hrs	5.7	6,173	77,168	6	79	98	1,229
	16-20 hrs	9.8	10,614	185,745	11	190	169	2,958
	21+ hrs	4.6	4,982	124,552	5	128	79	1,984
	total		57,294	579,166	59	594	913	9,224
3				Community Involvement				
	low	26.6	28,809	30		459		
	mid	62.6	67,800	69		1,080		
	high	10.8	11,697	12		186		

9.3 Appendix 3: Statistical Breakdown for Impact of Closure on Civilian Families

Question	Answer	Percent	Total Civilian Impact		NADEP		SPAWAR		MCRD	
			Group	Total	Group	Total	Group	Total	Group	Total
1				Members in Household						
	1	13.8	3,306	435	435	75	75	125	125	
	2	29.6	7,091	932	1,864	162	324	268	536	
	3	27	6,468	850	2,551	148	443	245	734	
	4	18.9	4,528	595	2,381	103	414	171	685	
	5	6.3	1,509	198	992	34	172	57	285	
	6	3.8	910	120	718	21	125	34	207	
	7	0.6	144	19	132	3	23	5	38	
	total		23,957	3,149	9,072	547	1,576	906	2,610	
2						Have Children				
	No	22.9	5,486	721		125		207		
	Yes	77.1	18,471	2,428		422		699		
2a						Number of Children				
	0	35.5	8,505	1,118	0	194	0	322	0	
	1	30.1	7,211	948	948	165	165	273	273	
	2	20.5	4,911	646	1,291	112	224	186	371	
	3	4.8	1,150	151	453	26	79	43	130	
	4	2.4	575	76	302	13	53	22	87	
	5	0	0	0	0	0	0	0	0	
	6	0.6	144	19	113	3	20	5	33	
	total		22,496		3,108		540		894	
3						Parents in Household				
	1	16.9	4,049	532		92		153		
	2	51.8	12,410	1,631		283		469		
4						Dual Income				
	no	17.5	4,192	551		96		159		
	yes	53.6	12,841	1,688		293		486		
5						2002 Income				
	under 25k	4.2	1,006	132		23		38		
	25-50k	21	5,031	661		115		190		
	50-75k	31.5	7,546	992		172		285		
	75-100k	21.7	5,199	683		119		197		
	100k+	21.7	5,199	683		119		197		
6b						Years Worked for DoD				
	1-5 years	16.3	9,762	513	1,283	89	223	148	369	
	6-10 years	12.9	23,178	406	3,047	71	529	117	877	
	11-15 years	13.6	40,727	428	5,353	74	930	123	1,540	
	16-20 years	19.7	82,592	620	10,856	108	1,886	178	3,123	
	21+ years	37.4	223,998	1,178	29,443	205	5,114	339	8,471	
	total		380,257	3,146	49,983	546	8,682	905	14,380	

9.3 Appendix 3: Statistical Breakdown for Impact of Closure on Civilian Families - Continued

Total Civilian Impact									
			NADEP		SPAWAR		MCRD		
Question	Answer	Percent		Group	Total	Group	Total	Group	Total
7c	Years worked at job for 2nd adult								
	1-5 years	13.9	8,325	438	1,094	76	190	126	315
	6-10 years	9.6	17,249	302	2,267	53	394	87	652
	11-15 years	5.4	16,171	170	2,126	30	369	49	612
	16-20 years	9.6	40,248	302	5,290	53	919	87	1,522
	21+ years	12	71,871	378	9,447	66	1,641	109	2,718
	total		153,864	1,590	20,224	276	3,513	458	5,819
9	Housing Status								
	rent	22.6	5,414	712		124		205	
	own	71.2	17,057	2,242		389		645	
	military	6.2	1,485	195		34		56	
13	Plan to stay in SD after retire								
	no	31.6	7,570	995		173		286	
	yes	68.4	16,387	2,154		374		620	
			23,957	3,149		0		0	
Section 2	School aged children								
1	1	23.5	5,630	740		129		213	
	2	12	2,875	378		66		109	
	3	3.6	862	113		20		33	
	4	0.6	144	19		3		5	
2	Type of school								
	public	28.9	6,924	910		158		262	
	private	7.8	1,869	246		43		71	
	both	0.6	144	19		3		5	
3	Attend College/Votech								
	yes	34.3	8,217	1,080		188		311	
5	Use childcare								
	yes	14.5	3,474	457		79		131	
Section 3	Participate in groups								
1	yes	62	14,853	1,952		339		562	
1a	How many participate								
	1	25.3	6,061	797		138		229	
	2	19.3	4,624	608		106		175	
	3	7.2	1,725	227		39		65	
	4	9.6	2,300	302		53		87	
	5	0.6	144	19		3		5	
	total		14,853	1,952			339		

9.3 Appendix 3: Statistical Breakdown for Impact of Closure on Civilian Families - Continued

		Total Civilian Impact							
		NADEP				SPAWAR		MCRD	
Question	Answer	Percent	Group	Total	Group	Total	Group	Total	
2	yes	63.5	15,213	2,000	Volunteer time		347	575	
2a					Volunteer hours per month				
	1-5 hrs	16.9	10,122	532	1,330	92	231	153	383
	6-10 hrs	15.7	28,209	494	3,708	86	644	142	1,067
	11-15 hrs	7.8	23,358	246	3,070	43	533	71	883
	16-20 hrs	7.8	32,701	246	4,298	43	747	71	1,237
	21+ hrs	11.4	68,277	359	8,975	62	1,559	103	2,582
	total		162,668	1,877	21,382	326	3,714	540	6,152
3					Community Involvement				
	low	29.4	7,043	926		161		266	
	mid	51.5	12,338	1,622		282		467	
	high	19.1	4,576	601		104		173	